

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Hawkeye State Scales Inc

Iowa Manufacturing Extension Partnership

Balancing Needs And Opportunities At Hawkeye State Scale

Client Profile:

Hawkeye State Scale, Inc. calibrates and verifies measuring equipment. Located in Cedar Rapids, Iowa, the company employs less than 20 people.

Situation:

Hawkeye State Scale (HSS) realized that to continue to provide calibration and service to its QS9000 certified customers after January 2001, it would need to obtain an ISO 17025 registration. HSS contacted the Iowa Manufacturing Extension Partnership (IMEP), a NIST MEP network affiliate, for help locating a service provider to guide it through the registration process.

Solution:

IMEP helped HSS secure funding to help with the costs of registration and training by applying on the company's behalf to the Iowa Job Training Program, 260F. After obtaining adequate funds to proceed, IMEP provided copies of the ISO 17025 standards to HSS and referred the company to Ray Nelson, a retired lab manager with Rockwell Collins. Mr. Nelson worked with HSS to update its quality procedures and manuals, and studied the manufacturing processes to ensure compliance with the very demanding standards. Many of HSS's employees attended training provided by the equipment manufacturers in the various types of equipment that HSS services.

While Mr. Nelson worked on the process side of the project, IMEP researched the available registrars and presented a list from which HSS could choose. The company selected Perry Johnson, who conducted the audit after the correct procedures and processes had been documented and the employees completed their training. Hawkeye State Scale received its registration in October of 2001.

Results:

- Obtained ISO 17025 registration.
- Retained all QS9000 registered clients.
- Saved approximately \$100,000 in annual revenues.
- Eliminated need to reduce the workforce.
- Avoided limiting the market to non-automotive suppliers.

Testimonial:

"We've seen some of our customers just disappear with the recent economic

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downturn. This was a costly process in some ways, but [thanks to the Iowa Manufacturing Extension Partnership] we now offer the very certifications and accredited services that these manufacturers need to, in turn, keep them in business. We now are one of only two such companies to provide these services in Iowa."

Connie Estling, President